GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:3520
ANSWERED ON:07.09.2007
FAULTY ATMs
Vijay Krishna Shri

Will the Minister of FINANCE be pleased to state:

(a) whether the Government is aware that due to faulty ATMs of several Public Sector Banks users are unable to withdraw their deposit money from ATMs;

(b) if so, the details thereof; and

(c) the action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) to (c): Some complaints have been received by the Government regarding faulty ATMs of public sector banks, non disbursement of cash by the ATMs, etc. Such complaints are brought to the notice of the concerned banks for corrective action. Failure of the ATM sometimes occurs due to failure of telephone/leased lines, extended power failure or malfunctioning of the ATMs. Banks attend to such problems on an urgent basis.